

# AppleWorks Forum

The Monthly Publication of NAUG: *The National AppleWorks Users Group*

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## Support for AppleWorks & ///EZ Pieces Users

# Thoughts About Our New Format

by Cathleen Merritt

In "Fiddler on the Roof," the beloved Rabbi is called upon to mediate a dispute. He listens to one argument and announces that the person is correct in his claim. He listens to the second argument and, once again, announces that the disputant is correct. Finally, an onlooker remarks to the Rabbi that he has just pronounced that two opposing points of view are both correct. The Rabbi ponders that thought briefly and announces, "You are correct, too, my son."

This scene from "Fiddler" came to mind as I considered your reactions to the new format we tried in the April issue of the **AppleWorks Forum**. Your reactions ranged from "It's great, I love it" to "The new format looks too much like magazines with lots of fluff and little content."

But don't let me give you the impression that there is no clear preference expressed by members. Most of you like the new format but exhort us to maintain both the scope and quality of information carried in the newsletter. So, here's our response; a 24 page issue. This is the largest **AppleWorks Forum** yet.

Hope you like the new format. Our goal is to provide a more readable newsletter with no change in our editorial policy. We will continue to solicit and select the most interesting and useful articles for the **AppleWorks Forum**.

# "Instant" AppleWorks

Dear Cathy,

My wife and I use our Apple //e almost exclusively for AppleWorks. We want to find a way to avoid loading the AppleWorks Startup and Program Disks every time we want to use the program. There must be a way to install AppleWorks permanently on a RAM card so AppleWorks is available immediately each time we turn on our computer without having to use the AppleWorks disks.

Bill Hudson  
Winnipeg, Canada R3T 0H1

*[Ed: Bill, there are at least six ways to make it easier to start AppleWorks without going through the Startup and Program Disks.]*

1. *The least expensive alternative is to put a 1-megabyte memory expansion card in your Apple, configure a portion of that card as a RAM disk, load AppleWorks onto the card, and leave your computer turned on FOREVER. Forget that it has an on-off switch. There are no moving parts inside your Apple and your system should last just as long if you leave it on as it will if you turn it off. Just remember to turn your monitor off when you're away from the system for more than an hour so you don't darken the phosphorus on the screen. Here at the NAUG office we have a fully configured //e (with a one megabyte RamWorks card, two Super Serial cards, a TransWarp card and two disk controller cards) without a fan. We leave our computer on all the time with no adverse affects.*

The **National AppleWorks Users Group (NAUG)** is an association that supports AppleWorks users. The group provides assistance to members and information about the AppleWorks program and applications of the program. Our primary means of communication with members is through the monthly newsletter entitled the **AppleWorks Forum**.

## AppleWorks Forum

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2. *Get an Applied Engineering RamFactor card and battery back-up. Install the card in slot #7. Configure a portion of your RamFactor as a RAM disk and copy ProDOS and AppleWorks onto the RamFactor card. If APLWORKS.-SYSTEM is the first file you copy onto that card after ProDOS, AppleWorks will boot automatically when you turn on your Apple. The battery backup will keep the program loaded into the RamFactor card when the computer is turned off.*
3. *If you have a CheckMate Technology Multi-Ram RGB board or a Q-card, you can add a MultiRam Plus board and an external power module to let you save AppleWorks on the card. You copy AppleWorks onto the MultiRam Plus board and place a disk containing ProDOS and an auto-boot program in Drive 1. Checkmate Technology supplies the necessary software. You modify their program to describe your set-up and to define AppleWorks as the auto-start program. If you leave the auto-boot disk in the drive, it takes only 12 seconds and no disk changes from the time you turn on the computer until AppleWorks is running on your system.*
4. *The Southern California Research Group (SCRG) makes a product called Quikloader for the IIe. SCRG puts AppleWorks on a ROM chip that goes into a slot on your Apple. Once you install that board, you no longer need to boot your AppleWorks disk...AppleWorks comes up automatically when you turn on your machine. The Quikloader costs approximately \$180 from Southern California Research Group, Box 593, Moorpark, CA 93020 [Outside California call (800) 635-8310. In California—(800) 821-0774].*
5. *You can get a 3.5 inch disk drive and put both the Startup and Program Disks on a single micro-floppy disk. It still takes a while to load the program from the micro-floppy, but at least you don't have to change disks.*
6. *Get a hard disk system for the IIe. AppleWorks boots quickly from a hard disk and, aside from making backups of your data files, you won't need floppy disks at all. Many NAUG members use AppleWorks in conjunction with 10-*

*megabyte or 20-megabyte Sider or Pro-Ap hard disk systems.*

*A cost-effective combination is a 3.5 inch disk drive and a 1-megabyte memory card. You can create an auto-boot disk or use a new software product called RAMUP to automatically load AppleWorks and other programs onto your memory card. Leave the computer on as suggested in #1 above. (Note: RAMUP is reviewed elsewhere in this issue of the **AppleWorks Forum**.)*

## High ASCII Codes

Dear Ms. Merritt,

Are there other AppleWorks users interested in helping me modify AppleWorks so I can (1) enter high ASCII codes from the keyboard and search for those codes, and (2) modify the Arrange command so the user can define an array that allows any ordering of the ASCII codes? These changes should be helpful for AppleWorks users interested in working with special phonetic symbols and foreign languages.

Yves-Charles Morin  
University of Montreal  
2242, Avenue Oxford  
Montreal, P.Q., H4A 2X8  
Canada

*[Ed: Mr. Morin sent along an outline of his proposed modifications to AppleWorks. Fellow NAUG members interested in the project should contact him directly and keep us informed of their progress.]*

*(continued on the next page)*

## Drop Us A Line...

NAUG is looking for interesting items about members to print in the **People Spotlight** segment. If you or a friend are involved in an unusual project or received special recognition in connection with using AppleWorks, let us know. Send a synopsis of the achievement, member's name, and job title to NAUG.

# Data Base Problem With A Time Field

Dear Cathy,

I'm using the AppleWorks data base to help plan a conference. I have fields with data about each presenter and topic and the time of the presentation. But when I try to enter 12:00-1:05 PM and then press the RETURN key, the entry reverts back to 12:00 PM. I tried everything I could to change that field and the best I could do was to let it read 12-1PM. That wasn't the same format as the other entries, but now at least it contains the appropriate information.

Matthew Cohen  
East Brunswick, New Jersey

*[Ed: This is a case where one of the "features" of AppleWorks is working against you. If you define a category name in the data base using the characters "T-I-M-E" anywhere in the category name, AppleWorks converts your entry to a common format. That is similar to the effect of the letters "D-A-T-E" in a category name. For example, the entry "12" into a "TIME" field gets changed to "12:00PM". This feature reduces the data entry effort and insures all entries are in a standard format. In addition, "time" fields can be sorted with the arrange command into correct AM and PM order (e.g., 11AM comes before 1PM). But the cost of using this feature is that the program will accept only a single time per field. If you want to make multiple time entries into this category, change the category name to one that doesn't include the letters T-I-M-E.]*

## Next Month's AppleWorks Forum

- AppleWorks codes for 35 popular printers.
  - Public domain update: An accounting system and a real estate template.
  - More tips on developing spreadsheet templates.
  - How to enter repeated data into a data base.
  - SchoolWorks: A review.
- ...and lots more.

# Solving Auto Works ProDOS Directory Problems

by Hal Heidtman

If you try to install AutoWorks version 2.0 on AppleWorks version 2.0 enhanced with the Applied Engineering AppleWorks 2 Expander, you're in for an unpleasant surprise. Everything works fine...until you try to install AutoWorks. Then you get an error message that says "Bad ProDOS Directory Name."

You must patch the AutoWorks STARTUP file before you can install AutoWorks onto your expanded AppleWorks 2.0 disk. *[Ed: A "patch" is a change or modification to a program file.]*

Follow these steps to install the patch:

1. Boot your **copy** of AutoWorks 2.0.
2. At the Main Menu, select #5, "Quit" and press the RETURN key.
3. At the next menu, select #3, "Quit to BASIC" and press the RETURN key.
4. When you have the BASIC prompt (>) on the screen, type:  

```
405 IF A < 0 THEN A = A + 65536
```

*(Note: All 0's are zeros, not the letter "OH".)*
5. Type: UNLOCK STARTUP and press the RETURN key.
6. Type: SAVE STARTUP and press the RETURN key.
7. Type: LOCK STARTUP and press the RETURN key.

The patch is now installed on your AutoWorks disk and you can proceed to enhance your AppleWorks 2.0 disk.

# Add Up To Three Custom Printers To AppleWorks

by Warren Williams

---

*The NAUG Public Domain Library has a program by Dr. Garth Shultz that lets you add up to three custom printers to your AppleWorks Program Disk. In last month's **AppleWorks Forum**, Dr. Shultz described the development and function of his program. This month, Dr. Williams describes how to use that program. You can order the "Dr. Shultz" disk from NAUG; send \$4 to cover the cost of copying and mailing.*

---

Most AppleWorks users marvel at the flexibility inherent in the program. One's first impression is that Bob Lissner thought of everything one might need in an integrated software package. But soon you encounter some of AppleWorks' limitations and you start to learn the "work-arounds" ...ways to get the functions you want by using the flexibility inherent in AppleWorks to overcome its apparent weaknesses.

AppleWorks' ability to handle custom printers is, at once, both a strength and a weakness. Those of us who configured earlier word processing programs to handle our special printers know what a nightmare it can be. However, AppleWorks makes the process relatively easy as it guides you through the custom printer menus. At first, most of us are happy being able to install one custom printer.

### Why Would You Want More Than One Custom Printer?

But after a while, many of us find that the one-custom-printer constraint in AppleWorks is confining. For example, you might buy two printers; an inexpensive and slow daisy wheel printer and an equally inexpensive but fast dot matrix printer. Or you learn that you can "trick" AppleWorks into having features it isn't supposed to support; for example, you learn how to get it to print italics, foreign language characters, or entire documents in bold print. [Ed: These techniques are described in the Printer Primer articles in the August, October, November, and December, 1986 and February and March, 1987 issues of the **AppleWorks Forum**.]

One way to work around this problem is to develop different copies of AppleWorks, each with a different custom printer. Another "work around" is to keep different versions of SEG.PR on a RAM disk and use a utility program like Copy II+ to rename the files so you can switch one set of printer codes for another. Still, that means leaving AppleWorks every time you want to switch between one "custom printer" routine that uses the italics feature and another "custom printer" file that prints everything in boldface.

Dr. Shultz's program makes all this unnecessary. You can now put the printer codes for three custom printers on a single AppleWorks Program Disk.

### How To Use The Dr. Shultz Program

While Dr. Shultz's program is easy to use, you must work your way through numerous steps. Schematically, the process is as follows:

1. Configure an AppleWorks disk with a custom printer.
2. Use the Dr. Shultz program to copy those custom printer codes into an area usually used for a printer that is on the printer menu.
3. Add that printer to the AppleWorks Printer Menu.
4. Delete the first set of custom printer codes and replace them with the codes for a second custom printer.
5. Repeat steps 2-4.

(continued on the next page)

## Specific Directions

Here are step-by-step directions:

1. Make a copy of your "favorite" version of AppleWorks. Select a disk that is already enhanced with desktop expansion software and any add-on programs you use with AppleWorks.
2. If no custom printer is installed on that disk, install one now. Typically, your "favorite" disk will already have one of those printers.
3. Insert your copy of the AppleWorks Program Disk (not the Startup Disk) in Drive 2 and the Dr. Shultz disk in Drive 1.
4. Boot the Dr. Shultz disk using Control-Open Apple-Reset and press RETURN at the "No Bull" logo.
5. Press any key after viewing the title screen.
6. You can decide whether or not to view Dr. Shultz's instructions. Respond as you wish to the "Do you want instructions?" prompt.

Now you will copy the codes for your first custom printer into the area reserved for the Apple Daisy Wheel and Qume Sprint 11 printers (those printers use the same control codes).

7. The printer memory map appears on the screen. Select "C" to indicate you want to store your custom printer codes in the Apple Daisy Wheel/Qume Sprint 11 area. Confirm your choice by pressing the letter "Y".
8. Here the directions on the screen are a bit confusing. The program asks "Do you wish to repeat this process?" That implies you can add your second custom printer now. Unfortunately, you can't. Press "N".

You've now copied the printer commands for your first custom printer into the area usually reserved for the Apple Daisy Wheel and Qume Sprint 11 control codes. Next you will (1) return to AppleWorks, (2) put the Apple Daisy Wheel printer on your printer menu, (3) delete the first set of custom printer codes from the custom printer area, (4) enter the commands for a second custom printer, and

(5) return to the Dr. Shultz program and move the second set of custom printer codes to another area in the Printer Menu.

## Follow These Steps To Continue:

9. You should have the "]" prompt on the screen. Replace the AppleWorks Program Disk in Drive 2 with the AppleWorks Startup Disk and type "-APLWORKS.SYSTEM,D2" (without the quotation marks...and that is the correct spelling of APLWORKS.SYSTEM...one "P" and no "E" in APLWORKS.).
10. Select #5, "Other Activities", from the Main Menu.
11. Select #7, "Specify information about your printer(s)", from the Other Activities Menu.
12. Select #2, "Add a printer", from the Printer Information Menu.
13. Your custom printer codes are in the area that usually stores the codes for the Apple Daisy Wheel printer, so select #3, "Apple Daisy Wheel" from the Add a Printer Menu.
14. Enter the name of your custom printer. For example, if you have a Silver Reed printer, enter "Silver Reed" in response to the "Type a name" prompt.
15. Select the port that contains the printer interface card for this printer. Note that you can run two or more custom printers from different slots. For example, you can have a parallel Silver Reed printer connected to a parallel card in slot #1 and a serial Citizen 120D connected to a Super Serial Card in slot #2. You can also connect multiple serial or parallel printers to a single interface card using a printer control switch.
16. Enter the correct settings at the Add a Printer Menu.

## Adding a Second Custom Printer

Now that the codes for your first custom printer are entered into AppleWorks, you can delete those codes from the custom printer area and replace them with the control codes for your second custom printer. Proceed as follows:

# Printer Primer...

17. Press the ESCAPE key to return to the Printer Information Menu.
18. Select #3, "Remove a printer" from the Printer Information Menu. Remove your original custom printer.

Now you can add the settings for a new custom printer.

19. Select #2, "Add a printer" from the Printer Information Menu.
20. Select #12, "Custom printer" from the Add a Printer Menu.
21. Now add the codes for your second custom printer. When you are done, return to the Main Menu and quit AppleWorks. Remember to return to the Main Menu before quitting. If you reboot your Apple without returning to the Main Menu, your new custom printer settings will not be written on your AppleWorks disk.

## Where Are We In The Process?

Your AppleWorks disk now has one set of custom printer codes installed in the Apple Daisy Wheel area. The codes for that printer are accessible from the Printer Menu. In addition, a second set of custom printer codes is in the custom printer area.

Now you must copy the second set of printer codes into a different printer area and replace those codes in the custom printer area with the codes for your third custom printer.

## How To Add The Second And Third Custom Printers

Continue the process by repeating steps 3-21 in the "Specific Directions" section above. I suggest you store your second set of custom printer codes in the area usually reserved for the Qume Sprint 5 (choice "E" on the Printer Map in step #7) or the area used for the Epson MX series printers (choice "G" on the Printer Map).

When you're done, you will have three custom printers installed on your AppleWorks Program Disk. One is in the Apple Daisy Wheel area, a second is in the Qume Sprint 5 location, and the

third is installed in the custom printer area.

## What Can Go Wrong?

Two problems can emerge when you start to print using your modified AppleWorks disk. First, if you entered the incorrect control codes or printer settings into AppleWorks, one or more of your printers will not work properly. You know you have this type of problem if one or two of the functions do not work properly. For example, underlining will not start (or stop), superscripting will not do what it should, or the printer will skip extra lines or print everything on a single line.

The second potential problem is related to the design of the SEG.PR file. Each pre-defined printer area is a different length. Not every set of custom printer codes can fit in all the pre-defined areas. If you install your custom printer settings into an area that is too small to hold that information, unpredictable results can occur. For example, the areas reserved for the Apple Scribe and Epson RX series printers are relatively small; there is a good chance your new printer codes will not fit into the file space allocated for those printers. So, avoid using the areas reserved for the Scribe and Epson RX series printers.

One thing is certain; if you have the second type of problem the printed output is so plainly incorrect that it is apparent the problem was not caused by entering some incorrect printer control codes. If you get unusual output from your printer, start again and put your custom printer codes into different areas.

*[Dr. Warren Williams teaches courses in the Educational Technology program at Eastern Michigan University. He is a technical advisor to NAUG, a frequent contributor to the AppleWorks Forum, and conducts AppleWorks seminars throughout the country.]*

## **AppleWorks: Beyond the Basics** with Dr. Warren Williams

**A half-day seminar sponsored by  
NAUG**

See page 24 for more details.

# Retaining Your Clipboard With Mail Merged Documents

by Cathleen Merritt, Editor

I like the AppleWorks mail merge module. It's flexible, fast, and easy to use. However, if you use the mail merge techniques described in the AppleWorks 2.0 documentation, you cannot use the clipboard when you produce the "base letter" that is created with the AppleWorks word processor. I'll suggest a different sequence of operations that leaves your clipboard free for use while you write your letter.

### What The AppleWorks Documentation Suggests

Apple Computer recommends that you follow these steps when using the mail merge function:

1. Develop a data base report.
2. Write that report to the mail merge clipboard.
3. Prepare an AppleWorks word processor document to merge with the data base output.
4. Print the merged document.

### *Moving?*

Let us know if you are moving. Send your address label from a recent issue of the **AppleWorks Forum** or your **NAUG** membership number that is on the label along with your new address and phone number.

Membership Number: \_\_\_\_\_

Name: \_\_\_\_\_

New Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

While this sequence lets you generate merged output, it "ties up" the AppleWorks clipboard. When you use the clipboard to store the mail merge data from the AppleWorks data base, you lose the ability to store data on the clipboard as you develop your word processor file.

I'm a heavy user of the AppleWorks clipboard, so I missed its availability. In addition, I kept forgetting that important data were stored on the clipboard and I found myself inadvertently replacing the mail merge data on the clipboard.

### Suggested Alternative Procedure

By modifying the steps involved in prepared merged documents, you can use the clipboard in the word processor and still produce mail merged output. Here's the technique:

1. Prepare the "base document" with the word processor. Put the "@" sign as a marker wherever you want to place mail merged data.
2. Bring the data base file onto the desktop. If it's already on the desktop, use the Apple-Q command to switch to that file.
3. Create the mail merged report and "print" that report to the mail merge clipboard.
4. Use the Apple-Q command to switch back to the word processor document.
5. Use the Find command (Apple-F) to locate the first "@" marker. Delete that marker with the DELETE key.
6. Use the Apple-O command to get to the Options Menu and indicate you want to enter a mail merge variable. Select MM from the Options Menu and select "No" or "Yes" from the menu that asks what to do if that field is blank.
7. Repeat steps 5 and 6 until all the "@" markers are replaced with variables from the data base file.
8. Print the document.

By creating the word processor document first, you retain complete use of the clipboard during the writing process.



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# Using AppleWorks with 3.5 Inch Drives

by Hal Heidtman

The AppleWorks program, a 3.5 inch disk drive, and a memory expansion board are an unbeatable combination. For data storage, you have 800K of disk space available to save your files. That will hold many small files or large files that will not fit on a 5.25 inch disk.

Another advantage of the 3.5 inch disks is that both the AppleWorks Startup and Program Disks and other utility programs such as spell checkers can be copied onto a single disk. That can be done using Copy II+, the FILER program on the ProDOS Users Disk, the System Utilities Disk that came with your Apple, or any copying program capable of copying files (as opposed to a "disk copying" program). *[Ed: 3.5 inch disks are also sturdier than 5.25 inch disks. They are harder to bend and have a protective shutter that closes over the portion of the disk "read" by the drive. Finally, they are not as sensitive to temperature.]*

If you have an expanded memory card, you can set up a 3.5 inch disk as an auto-boot disk. The Auto-boot disk will configure your expanded memory

### How to tell AppleWorks you have a 3.5 inch disk drive

There are three ways you can tell AppleWorks that you want to use the 3.5 inch disk drive:

1. By selecting "From a different disk" at the Add Files Menu.
2. By selecting "Change current disk drive or ProDOS prefix" at the Other Activities Menu.
3. By selecting "Select standard location of data disk" from the Other Activities Menu.

card as a RAM disk and load your AppleWorks, spell checkers and utility programs onto that RAM disk in a single operation. *[Ed: For more information about setting up auto-boot disks, see "How to Create an Auto-Boot Disk" in the February and March, 1987 issues of the **AppleWorks Forum**.]*

Alternatively, you can use the 800K of space on a 3.5 inch disk to store the entire AppleWorks program along with your word processing, data base, spreadsheet, text, and DIF files. Using this set-up, you can work all day without changing disks in your drive. The 3.5 inch drives work with AppleWorks version 1.2 or later.

### Buying A 3.5 Inch Drive

If you have an Apple //e, Central Point Software sells an inexpensive 3.5 inch drive and the required interface card. The disk drive costs \$195 (plus \$10 shipping) and the //e interface card costs \$90. (See your local Apple users group for better prices for these Central Point products.) Central Point also includes the latest version of Copy II+ with the drive. *[Ed: NAUG uses two Central Point disk drives, one on an //e and the other on a Macintosh. We find the drives reliable, but somewhat noisier than the \$100 more expensive Apple product. Central Point Software, 9700 SW Capitol Highway, #100, Portland, OR 97219 (503) 244-5782.]*

Unfortunately, the Central Point drive is not compatible with the //c; owners of //c's must use the 3.5 inch Unidisk from Apple Computer (list price \$399).

*[Hal Heidtman is an Associate Principal at Anthony Wayne High School in Whitehouse, Ohio. He is a technical advisor to NAUG, a member of the NAUG Editorial Review Board, and conducts AppleWorks seminars for NAUG throughout the country.]*

### Back Issues Available

Back issues of the **AppleWorks Forum** are available for \$3.00 per issue, including postage. A table of contents for all previous issues appears in the April 1987 issue. Please send your check and request to **NAUG** at the address on the back cover.

# Techniques For Printing On Labels

by Cathleen Merritt, Editor

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*How to solve some of the most common problems  
encountered in printing labels*

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If you have problems printing on self-stick labels, you are not alone. NAUG members have been willing to share their problems printing on labels; we have quite a few letters in our files.

Most of the problems fall into four categories:

1. The labels tear at the perforations on the backing page.
2. The labels pull off the tractor feeds and “creep” across the platen so printing is no longer centered.
3. Labels get stuck when you roll the platen backwards.
4. The printer skips a label every 11 inches.

In this article, I will describe ways to solve these problems. Also, I will describe how to reprint selected labels when the first printing is unacceptable.

## Labels Tear At The Perforations

The backing sheets that support the labels are less flexible than regular printer paper. Consequently, labels are more sensitive to the paper path around and in your printer; they cannot bend and flex as readily as normal printer paper. If your backing sheets tear, consider these suggestions:

1. Make certain there are no sharp bends in the paper path. Labels are designed to pull away from the backing paper when the backing paper is flexed. Once the label starts to separate from the backing paper, it will not feed through your printer; so make certain that all bends in the paper path allow for large radius turns.

2. Try to set up a long paper path. At NAUG, we are most successful when we feed the blank labels from a box on the floor and let the printed labels drop to the floor behind that box. Setting up a long paper path makes it easier to eliminate sharp bends. Do NOT put the blank labels on the table behind the printer unless you have some way to elevate your printer at least 24 inches above the top of the stack of labels.
3. Buy “fresh” labels and store them in a cool, dry place. The adhesive on labels dries out over time; particularly when subjected to heat. In addition, the backing paper becomes brittle as it ages. That makes the paper more likely to crack at the perforations. Buy your labels as you need them from a supplier who sells lots of labels.

## Labels Pull Off The Tractors And “Creep” Across The Platen

If you are printing lots of labels, you will find that they sometimes pull themselves off the tractor feeds that are supposed to keep them in place. The labels seem to “creep” across the platen and, after a while, you have to line them up again to get the printer to strike on the center of the label.

There are two typical causes of this problem:

1. Incorrect paper path (described above).
2. Platen pressure is left on. You must leave the platen pressure OFF for your labels to feed through the printer correctly. If the platen pressure is on, the labels will pull themselves off the tractor feeds.

*(continued on the next page)*

You might not be able to figure out whether the platen pressure is on or off from the cryptic diagram near the paper release lever on your printer. You can determine the "released" position by feeding a piece of paper into the printer without attaching it to the tractors. Try to pull the paper out of the printer while you move the paper release lever between its two positions. When the platen pressure is released, you will be able to pull the paper out of the printer without turning the platen. Use a felt-tip pen to mark the "released" position of the lever. The paper release lever should be in that position whenever you use the tractor feed on your printer.

### Labels Get Stuck When You Roll The Platen Backwards

Most printers have a metal paper guide that holds the paper against the platen. If you try to roll labels backwards, the labels "catch" on this guide, come off the backing paper and get stuck to the guide.

**RULE: Do not roll the platen backwards with labels in the printer.**

Don't ignore the problem if a piece of label gets stuck inside the printer. The longer you leave that label attached to the printer, the harder it is to remove. **DO NOT FEED IN ANY PAPER OR LABELS UNTIL YOU REMOVE THE STUCK MATERIAL.** Paper fed in normally will press against the label and increase its attachment to the printer guides.

Before trundling off to the repair shop, see if you can remove the platen from your printer. On some printers (particularly daisy wheel printers) it's easy to remove the platen and gain access to the stuck label. (Unfortunately, the platen is not easily removable on ImageWriter printers.)

If you can't remove the platen, release the platen pressure and feed an index card **BACKWARDS** through the printer. Try to get it caught on the front lip of the label. If that doesn't work, try feeding an envelope backwards. No success? Remove the ribbon and print head (if you can), put platen cleaner on some high quality paper towel and feed that into the printer. Unfortunately that will usually only feed

in the direction of normal paper flow. The platen cleaner will dissolve some glues used on the back of labels. Let the label soak against the platen cleaner; then repeat the index card and envelope trick.

### Printer Skips Labels

Another difficulty that AppleWorks users encounter while printing on labels is the mysterious "skipped label" problem. Every 11 labels or so, the printer skips a complete label.

This occurs because AppleWorks is trying to skip over the perforations at the bottom of a regular printed page. Here's how to eliminate the problem:

1. Configure AppleWorks so the "Accepts top of page command" is set to "NO" for your printer. (If you don't know how to change this setting, see the Printer Primer article entitled "How to Configure AppleWorks for Custom Printers" in the August, 1986 issue of the *Forum*.)
2. While defining your label report format, get to the Options Menu (Apple-O) and use the PL command to set the page length so it is the same as the distance between the top of one label and the top of the following label. For example, NAUG labels are 1-7/16 inches long. But there is a 1/16 inch space between labels...so there are 1-1/2 inches from the top of one label to the top of the following label. In the program we set the page length to 1-1/2 inches ...and our printer no longer skips labels.

If you are getting report headings at the top of every page, remember to turn off those headings with the PH command from the Options Menu within your label format report.

### How To Reprint Selected Labels

No matter how careful you are, some labels will not print properly. Here is a technique you can use to reprint selected labels from a large report:

1. Save the data base file before making any of the changes described below. **DO NOT SAVE THE FILE AGAIN ONCE YOU START MAKING THESE CHANGES!** To make certain you don't damage the original file, use the Apple-N

## Data Base Tips...

command to change the name of the file on your screen.

2. Use the Zoom command (Apple-Z) to switch into multiple record layout.
3. Use the Record Selection Rules command (Apple-R) to find the first label you want to reprint. Then follow these steps to leave your cursor on that label:
  - A. Invoke another Apple-R command. Indicate you do not want to select all records by pressing the RETURN key with "No" highlighted.
  - B. Press the ESCAPE key.
4. The cursor will now be at the top of your screen...on the first label you want to reprint. Continue as follows:
  - A. Press the "up arrow" key once to put the cursor on a record you want to delete and invoke the Delete command (Apple-D)
  - B. Enter an Apple-1 to highlight all records you want to delete from the beginning of the file. Press the RETURN key to delete those records.
5. Find the last label you want to reprint and delete all records from that point to the end of the file.
6. That leaves only the records you want to reprint. Print those labels using the same report format used to print the original labels.
7. Remove your working file from the desktop without saving the data.

Remember: **Do not issue a Save command while working with this data set!**

*[Thanks to NAUG member Byron Slater of San Diego for asking the question that gave me the idea for this article.]*

## Quick Tips

### Modifying Pinpoint So It Doesn't Dial A "1"

by Bud Jackson

If you use the Pinpoint Dialer, the program automatically inserts a "1" before all phone numbers containing more than seven digits. Usually, that's a convenience...unless you're trying to reach the operator to charge the call to your credit card or to the receiving party.

Here's a patch that lets you delete the "1" that Pinpoint automatically places before the number:

1. Boot the Pinpoint Disk.
2. Choose #3, "ProDOS BASIC with Pinpoint" from the Pinpoint Menu.
3. Type the following four lines exactly as follows (<RETURN> means you should press the RETURN key):

```
BLOAD PINPOINT.SYSTEM,TSYS,A$2000
<RETURN>
POKE 19458,173 <RETURN>
POKE 19459,173 <RETURN>
BSAVE PINPOINT.SYSTEM,TSYS,A$2000
<RETURN>
```

4. Install Pinpoint on a new copy of AppleWorks.

This patch works with Pinpoint versions 1.2 and higher.

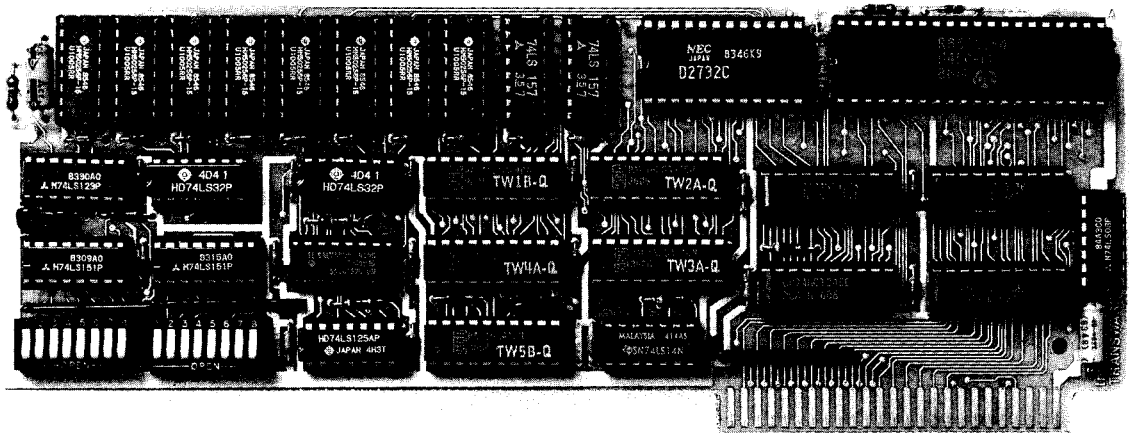
My thanks to the technical support folks at Pinpoint for their help with this problem.

*[Dr. Bud Jackson is a forensic clinical psychologist at the Center for Forensic Psychiatry in Ann Arbor, Michigan. He uses AppleWorks extensively to maintain records for his private practice.]*

### Discovered Something New About AppleWorks?

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# How To Improve Your Templates—Part 1

by Warren Williams

---

*The first of two articles that help spreadsheet users prepare their products for others.*

---

There is a thriving industry in developing both public domain and commercial spreadsheet templates. [Ed: A "template" is a spreadsheet, word processor, or data base file that has all the necessary text, formulas, labels and format settings and is ready to accommodate your data.] The best commercial products are comprehensive and powerful. For example, consider 1040Works from Personal Financial Services or the Tax ZipFiles from Petit Design. Both 1040Works and Tax ZipFiles use the AppleWorks spreadsheet module to do the necessary tax calculations and print forms that can be submitted to the IRS.

Commercial spreadsheet templates are available from many sources including Petit Design, K-12 MicroMedia, inCider Magazine, International Apple Core, and The Q-Mar Group. These are in addi-

tion to the hundreds of public domain templates available from NAUG, the Apple Library Users Group, TAWUG and other user organizations.

## Design Your Spreadsheet To Serve As A Template

Have you ever thought of preparing your spreadsheets so they can serve as templates for others? When you prepare a spreadsheet for your own use, you know where everything is located and how your spreadsheet operates. Although you'll probably have to write instructions so another user can understand the function and operation of your spreadsheet, there are techniques you can use to make your template more understandable to a new user. Here are some suggestions:

1. If your spreadsheet is complex, devote the up-  
(continued on the next page.)

---

*Figure 1: Self-Documentation and Table of Contents*

	A	B	C	D	E	F	G	H
1								
2	This template calculates the depreciation of a computer under							
3	the Tax Reform Act of 1986. You enter the total cost of the							
4	computer in cell C20 and the date of purchase in cell C21. The							
5	output appears in cell F55.							
6								
7	CONTENTS							
8								
9	Data entry area C20							
10	Computation area A25-A50							
11	Output area B40-G50							
12								
13	To get formatted output, print the block in cells B40 through G50.							
14								
15	Issue the command Apple-F and find the text "??" to move directly							
16	to the data entry area.							
17								



per left-hand corner to a "Table of Contents". This section can include a brief introduction to the template and guidelines for its use (see Figure 1). If you put the cursor in cell A1 before saving the template, the user will be greeted by this opening "screen" of helpful information.

2. Separate your template into "areas". You can have a "documentation area" in the upper left-hand corner (as in Figure 1), a "data entry area", a "work area" where the actual calculations take place, and an "output area" where the results are summarized in a format ready for printing (see Figure 2). Put the "address" of each area in your Table of Contents.

3. Help users find the data entry locations. Here are some ideas:

- A. Create arrows that point to cells that require data by using the "greater than" or "less than" signs in conjunction with the hyphen or equals sign. When you're done, each arrow will look like this: <=== (see Figure 3).

- B. Put instructions next to the arrows so users know exactly what to enter (see Figure 3).

- C. Insert question marks in data entry cells so users can locate the data entry area easily with the Find (Apple-F) command (see Figure 3).

Figure 2: Sample Output Area

```

=====A=====B=====C=====D=====
39|
40| ** Summary *****
41| *
42| * MONTH OF PURCHASE      =      6 *
43| *
44| * YEAR OF PURCHASE       =    1985 *
45| *
46| * PURCHASE PRICE         = $1800 *
47| *
48| * YEAR ONE DEPRECIATION  =   $270 *
49| *
50| *****
  
```

- D. Put instructions for the next step at appropriate points in the spreadsheet. Try to make your spreadsheet "self-documenting" (see Figure 3). Consider making column A a full screen wide and writing documentation in that column. You can tell users to look at column A for help when using your template.

These techniques should make your spreadsheet more "approachable" and understandable. Next month I will describe (1) how to use the @IF function to help you present a "clean" spreadsheet to users, and (2) how to use the Protection feature to keep others from accidentally destroying your work.

Figure 3: Techniques That Ease Data Entry

```

=====A=====B=====C=====D=====E=====F=====G=====H=====
21|
22|
23| COST OF COMPUTER  = ?? <== Enter computer cost here
24|
25| MONTH OF PURCHASE = ?? <== Enter a number between 1-12 here
26|
27| YEAR OF PURCHASE  = ?? <== Enter the complete year here
28|
29| Now do the following:
30|
31| 1. Press Apple-K TWICE to order calculations.
32|
33| 2. Use the Find command (Apple-F) to go to cell G40 to view the
34| results.
35|
  
```



# A Review of Point-to-Point

by Richard Lewandowski

---

*Point-to-Point is a powerful, easy-to-use communications program with features that should interest AppleWorks users.*

---

I believe that people avoid computer communications for three reasons: (1) They are unconvinced about the benefits of telecommunicating, (2) They are concerned about the expense of buying hardware and software, or (3) They perceive telecommunications as technically complex.

Over the past few years, these objections have decreased in credibility. If you read any popular Apple magazine, you've seen articles about bulletin boards, CompuServe, Genie, The Source, and other services. In addition the price of equipment has declined rapidly; 300 baud modems are now available for \$35 with 1200 baud, full-featured modems selling for \$135.

While the technical complexity of telecommunication remains a reasonable concern, the improved documentation that accompanies today's equipment and software, and the increasing number of excellent books on the subject, should make telecommunications less intimidating (see "Recommended Books on Telecommunications" on the next page).

Anyone who has configured AppleWorks to work with a printer should have the necessary skills to begin telecommunicating...if you use the latest generation of telecommunications software. And that's where Point-to-Point (PTP) comes in.

## **Ease of Use**

PTP is easy to use. I was able to make a working copy and get on-line without opening the manual. Only more advanced operations required the documentation. During a workshop, I watched four people new to computer communications use PTP on both a //e and a Laser 128 with minimal help.

By learning the Escape and Selection keys, they picked from the choices on the screen, got on-line and enjoyed their first telecommunications experience.

## **Functionality**

This is a full featured program. You can transmit files from either your disk or a RAM buffer, you can print while you are on-line, you can copy screens to the buffer, edit or clear the buffer, view a disk catalog, and do all the other jobs you'll want to do after you become familiar with the program.

PTP has powerful macro capabilities that can dial a service, log onto the service, capture information from the system, store that information on disk, and log off the system automatically. The macro feature is relatively easy to use and the documentation does an excellent job of describing the program's macro capability.

In summary, PTP does almost everything you'll want in a communications program except for one important omission; the program does not allow your Apple to emulate popular computer terminals. While terminal emulation is not necessary to use CompuServe, The Source, Genie, or popular bulletin boards, emulation is becoming increasingly important for uses of university or business main-frame computers. With that exception, PTP has exceptional functionality.

## **Documentation**

The 101 page PTP manual is excellent. It contains expert level information about operating the program, yet explains the functions of the program clearly and concisely. The sequencing of material

*(continued on the next page)*

and the index are well done. Each section provides the basic information followed by notes describing complex applications for expert users. The section on file transfer is a primer on the topic. The documentation is comprehensive and well written.

## PTP and AppleWorks

PTP should be attractive to AppleWorks users for two reasons:

1. PTP uses the AppleWorks desktop metaphor and shares many of the keystroke commands used by AppleWorks.
2. PTP can handle the transmission and capture of AppleWorks files without "printing" those files into ASCII on your data disk. It converts AppleWorks files to and from ASCII "on the fly".

PTP is particularly well suited to transfer AppleWorks files. You can routinely change the file type or strip out unwanted carriage returns and control characters. It supports the transfer of ASCII and binary files with XON/XOFF and XMODEM protocols in addition to a new standard of file transfer called Binary II. Gary Little, the author of PTP, placed the Binary II routines in the public domain; these routines are available on the NAUG bulletin board in area X2.

## Switching Between AppleWorks and PTP

PTP shares one significant weakness with other powerful communications programs. You must leave AppleWorks to use the program. Floppy disk

users must save all their files, quit AppleWorks, change to the PTP Startup and Program disks and start PTP. Then they must reload the AppleWorks Startup and Program disks after leaving PTP.

Changing between PTP and AppleWorks is less of a problem to the growing number of RAM disk, 3.5 inch disk, and hard disk users. If you own one of these products, you can switch between AppleWorks and PTP without changing disks and restarting AppleWorks is less burdensome than for floppy disk users. With the PTP program, serious telecommunications have another good reason to consider the RAM disk alternative.

It's interesting to note that the only communications program that lets you switch between AppleWorks and the communications module without leaving AppleWorks is another Pinpoint product; the Desktop Accessories. However, that module lacks many of the features available in PTP.

## Conclusion

In summary, PTP is a full-featured, easy-to-use telecommunications program that should be of particular interest to AppleWorks users. This program should help popularize microcomputer telecommunications.

Point-to-Point is available for \$129 from Pinpoint Publishing Company, Box 13323, Oakland, California 94661-0323. The program is also available from mail order discount vendors. Version 2.0 is current. Version 2.0 includes numerous features not available in earlier versions of PTP including availability of the Binary II protocol, compatibility with the Laser 128 computer, capability to modify the communications setup from within the program while in terminal mode, additional commands in the editor, additional macro commands, and support for keyboard macros in addition to logon macros. Owners of earlier versions of PTP can update to the current version by returning their original program disk and \$10 to Pinpoint Publishing.

*[Richard Lewandowski is the Instructional Computing Coordinator for the Ypsilanti (MI) Public Schools and is Sysop of the Electronic Forum, the NAUG Bulletin Board—(313) 482-8090 (300 or 1200 baud).]*

### Recommended Books on Telecommunications

#### The Complete Handbook of Personal Computer Communications

by Alfred Glossbrenner  
(St. Martin's Press)

#### How to Get the Most Out of CompuServe or

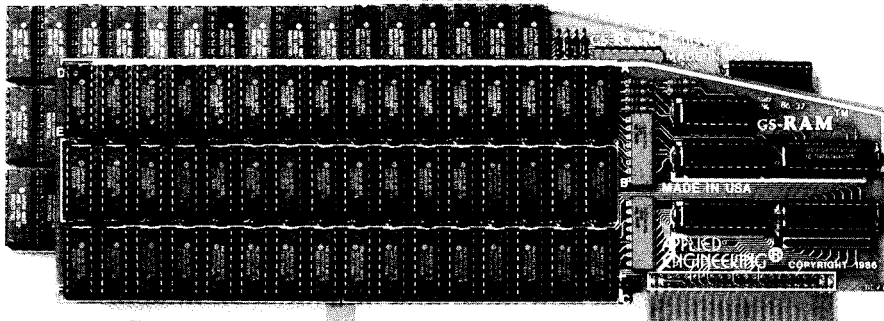
#### How to Get the Most Out of The Source

by Charles Bowen and David Peyton  
(Bantam Computer Books).

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even have Pinpoint or MacroWorks and your favorite spelling checker in RAM for instant response. GSRAM and GSRAM Plus will even display the time and date right on the AppleWorks screen. Nothing comes close to enhancing AppleWorks so much.

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GSRAM is available with 256K, 512K, 1 MEG or 1.5 MEG of memory already on board. If you don't need the full 1.5 MEG now, you can choose a GSRAM with less memory and expand it up to 1.5 MEG in the future—or upgrade to GSRAM Plus for a small charge.



*Steve Wozniak, the creator  
of Apple Computer*

*"I recommend  
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products  
wholeheartedly."*

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# A Review of RAMUP

by Tom Gatewood

---

*The March issue of the **AppleWorks Forum** described how to prepare an auto-boot disk that will set up a RAM disk on a RamWorks card, load programs onto that card, and let you switch between programs without rebooting. This month we review RAMUP, a program that does this work for you.*

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I s your computer all dressed up with a big RAM card and no place to go? I think I may have a solution for you. Here was my situation, one I suspect many others out there share. I purchased an Applied Engineering Z-Ram Ultra II Card with one megabyte of memory for my //c, primarily to manage a couple of large databases. With all of that memory, I wanted to use another feature of the RAM card; its ability to function as a RAM disk. A RAM disk simulates a hard disk; it lets me load and manage several programs at once and switch between them quickly. It also lets me save data files on the RAM disk instead of on a floppy disk. The RAM disk is faster and has greater storage capacity than a floppy disk.

I wanted to keep two versions of AppleWorks available simultaneously; one enhanced with the Pinpoint Desktop Accessories and the other enhanced with Super MacroWorks. I also use Sensible Speller frequently, so I wanted Sensible Speller and its dictionaries available on the RAM card with AppleWorks for quick checking of documents.

I realize that I can set up a RAM disk and load these programs on the "disk" by following the directions in the March **AppleWorks Forum**. However, I am not technically adept, and I didn't want to launch into this process on my own.

Then I saw an advertisement for a program called RAMUP from Quality Computers of Grosse Pointe Park, Michigan. RAMUP promised to deliver many of the features I wanted for my RAM card. The price seemed right (\$34.95), so I ordered it. After using the product for a couple of weeks, I

believe that my money was well spent. This is a practical and useful piece of software.

## How To Use RAMUP

Here's how RAMUP works. You boot the RAMUP disk and wait for the main menu to appear. The menu contains the names of over 30 programs, including AppleWorks, Sensible Speller, FontWorks, AutoWorks, and Copy II+. There is space available for several other programs of your choice. You highlight the programs you want to load onto your RAM disk and follow the prompts that tell you which disk to put in the drive. When all of your programs are loaded, another menu appears from which you run the programs that now reside in RAM.

The ProDOS System Disk Utilities are loaded from RAMUP and are always available on the menu automatically. Or you can replace the ProDOS FILER program with the UTIL.System file from the Copy II+ program. All of this takes a few minutes, but I load all my programs and then leave the computer on for long periods of time.

Here's an example to help you understand the operation of RAMUP. Let's say you're using AppleWorks and want to use Sensible Speller to check a document. Before you leave AppleWorks, save your document to the RAM disk. To be safe, also save it to a regular data disk. Quit AppleWorks from the Main Menu and you are taken back to the RAMUP menu. Now select Sensible Speller from the list of all software loaded onto your RAM disk.

When using Sensible Speller with AppleWorks on

a machine configured with an expanded memory card setup as a RAM disk, load Sensible Speller, both dictionaries, and your document into memory. The spell checking is lightning fast if the program, dictionaries, and documents all reside on the RAM disk. Once you've used a RAM disk in this way, you'll never be happy running off floppy disks. No drives whirl and no disks are changed.

### How Much Memory Do You Need?

The RAMUP manual warns, "Memory size will be an important factor. It won't take long before you realize why we recommend one meg of memory." With less than one megabyte of RAM, you will only be able to load a few programs onto your RAM disk.

RAMUP has another nice feature. If you want to run a program that cannot be loaded with RAMUP (for example, DOS 3.3 and copy-protected programs such as Print Shop that cannot be copied on to your RAM disk) you can warm boot your Apple (Control-Open Apple-Reset) with the copy-protected program in the disk drive. When you're done running that program, do a warm boot with the RAMUP disk in the drive and the RAMUP program menu will reappear without having to reload the program disks again. All AppleWorks files you saved on the RAM disk are retained.

You will have to prepare some of your programs before they can be read by RAMUP and loaded on to the RAM card. For example, you must expand and partition AppleWorks with the Applied Engineering Desktop Expansion software before using RAMUP. Directions for doing this appear in the RAMUP manual and on two AppleWorks files called "Program Notes" and "Read.me" on the RAMUP disk. Directions for modifying all the other programs are also in the files. If you have a problem interpreting the directions, or if the directions do not apply to a particular version of a program you have (my old version of Sensible Speller would not load from the directions given), call Quality Computers, as I did a couple of times. The programmer I spoke with was very helpful, talking me through the process as I sat at my computer. When he didn't have an immediate answer, he called back the next morning with the information.

If some of your programs are not on the RAMUP menu, Quality Computers will configure all of them and put them on the menu for a one-time fee of \$39.00.

RAMUP is available from Quality Computers, 1365 Berkshire, Grosse Pointe Park, Michigan, 48230, or by calling (313) 885-4270. It comes with one program disk (non-copy protected) and a manual with a tutorial. *[Ed: Early versions of this tutorial had a minor error. To run the PARTITION program you must boot with Side B of the RAM-UP disk, not Side A ].*

*[Dr. Tom Gatewood is a Professor of Education at the Northern Virginia Graduate Center of the Virginia Polytechnic Institute and State University in Falls Church, Virginia.]*

### **RAMUP Tip**

#### How To Speed Up Program Selection by Joe Connelly

When you select programs to be loaded onto your RAM disk, RAMUP steps through the complete list of programs looking for selected items. You can speed up this process by using the AppleWorks word processor to move the programs you use most often to the beginning of the list.

The files that control the list of programs are text (ASCII) files on the RAMUP disk called "DATA.LIST" and "TITLES.DATA". Read each program into the AppleWorks word processor as a text file using the pathname /RAMUP/DATA.LIST or /RAMUP/TITLES.DATA. Use the Move command (Apple-M) to move the programs you use to the beginning of each list. Make certain the sequence of the program names matches on the two files. Then "print" each file onto a copy of the RAMUP disk as a text (ASCII) file. Don't issue an Apple-S command to save the file; that command saves in AppleWorks format that cannot be read by RAMUP.

Another suggestion is to replace the Apple FILER program on the RAMUP disk with UTIL.SYSTEM from Copy II+. UTIL.SYSTEM is easier to use than FILER. However, you must delete the original FILER and rename UTIL.SYSTEM to FILER on the RAMUP program disk.

# Help For RAM Disk Users

by James Smith

An increasing number of NAUG members are enjoying the speed and convenience of expanded memory cards configured as RAM disks. As RAM prices decline, one-megabyte and larger memory cards have become affordable, practical enhancements for Apple II computers. Many of us are now spoiled by our ability to switch between programs without swapping disks and rebooting our Apples. However, as you explore the world of the RAM disk, you must anticipate some printer problems.

## The Problem

A number of Apple programs (e.g., Sideways and ASCII Express) send control codes to your printer or printer interface card. These programs change the "soft switches" in your printer or interface card, and don't change them back to the original settings when you quit the program. Some of these codes cause your printer to either double space or not space at all.

If a program changes the settings on your printer, turning the printer off and back on will usually reset those "switches" to their default positions. This is the easiest solution; so try recycling your printer before proceeding with the more complex method that follows.

Unfortunately, the problem is usually with the "soft switches" on the printer interface card, not the printer. Turning your printer off and back on will not resolve the interface card problem. In addition, there is no convenient way to recycle the interface card without turning your computer off and losing all the information stored on your RAM disk.

Both Sideways and ASCII Express change the "soft switches" on your Apple Super Serial Card. After running either program, your Super Serial Card no longer sends line feeds to your printer, so everything prints on a single line.

## How To Fix The Problem

The trick is to change the printer initialization se-

quence in AppleWorks so it includes a code that restores the automatic line feed usually provided by the printer interface card.

The code that restores line feeds on the Apple Super Serial Card is "Control-I L E". If everything you print appears on a single line, change the printer initialization sequence to contain "Control-I L E" followed by "Control-I 80N". [Ed: See the September, 1986 issue of the **AppleWorks Forum** for information about how to enter printer initialization codes.] Spacing is important, and you must press the space bar between the L and the E. Your complete entry should look like this on the screen:

```
Control-I L Space E Control-I 80N
```

[Ed: See page 35 of the 1985 version of the Apple II Super Serial Card User's Manual for more information about the Super Serial Card "soft switch" settings.]

## What If You're Getting Double Spaces Between Lines?

If your printer always skips a line, check the Change a Printer Menu to be certain that the "Needs line feed after each Return" option is set to "No". If the double spacing continues, change the printer initialization sequence so it includes the code necessary to turn off line-feeds. On the Apple Super Serial Card, that code is Control-I L D. If you have an Apple Super Serial Card and if you're experiencing double spacing, set the printer initialization string so it reads as follows:

```
Control-I L Space D Control-I 80N
```

The problem of incorrect line spacing is caused by the sequence in which you use your programs and the failure of programmers to "clean up" the changes their programs make in your hardware. The problems are not the fault of your printer, hardware, or AppleWorks.

[My thanks to Joe Gleason, of Quality Computers, for his technical assistance with this article.]

[James Smith is Technical and Support Services Coordinator for the National AppleWorks Users Group. He is a graduate of the Educational Technology program at Eastern Michigan University.]

# Members Helping Members

Compiled by Bob Royce

Here is a list of NAUG members who will help other members with technical questions. If you are willing to help others, please return the "Members Helping Members" card enclosed in this issue.

**How To Use The Table—** To the right of each category you will find four columns of numbers. These numbers correspond to the members listed at the bottom of the page who offer technical assistance. The numbers in the table are separated into the four time zones to help you find the closest member with knowledge in your problem area. Please respect the following guidelines when calling members:

1. Always call at the requested times (keep in mind the time zone differences).
2. Be prepared to pay collect charges if your consultant needs to return your call.
3. Please restrict calls about software to programs you have purchased.

	Eastern Standard Time	Central Standard Time	Mountain Standard Time	Pacific Standard Time	Outside the US
Printer and interface cards				3	7
Floppy disks	4			3	7
Hard disks					
3.5 inch disks	4				
RamWorks Cards				1, 3	7
Checkmate Cards					7
Apple memory cards					
Other hardware				3	7
Word processing	2, 4, 5, 6	8, 9		1, 3	7
Data base	2, 4, 5, 6	8		1, 3	7
Spreadsheet	4, 5, 6	8, 9			7
Integration between modules	4, 5, 6	8			7
Pinpoint				1, 3	7
MacroWorks	2, 4	9		1, 3	7
AutoWorks					7
GraphWorks	6				7
1040Works	4				
ThinkWorks					
ReportWorks					7
MegaWorks				1	7
Other:					
MultiScribe	2			1	
Educational Applications				3	7

1- Thomas E. Chambers, Fox Island, WA (PST)  
206/ 549-4114...M-F 5-9pm, all weekend

2- Peter Crosta, Nutley, NJ (EST)  
201/ 667-6369...M-F 5-9pm  
201/ 667-2928...WE 8am-9pm  
201/ 266-4335...M-F 9am-3pm

3- Bob Demmon, Coronado, CA (PST)  
619/ 435-0554...8am-10pm (answ. mach.)  
619/ 435-0520...3-10pm (via modem)  
CompuServe- 70157,3607

4- Bill Neef, Grass Lake, MI (EST)  
517/ 522-4689...8am-10pm

5- Robert J. Netro, Canton, OH (EST)  
216/ 477-3667...8-11am/ 1-4pm

6- Thomas J. Stanius, Opa Locka, FL (EST)  
305/ 375-2095 ext 8691...M-F 8am-5pm  
305/ 624-6142...M-F 6pm-Midnight, weekend

7- Harve Thom, Mexico City, Mexico (CST)  
905/ 516-0720 ext 135...M-F 8am-2pm

8- Michael P. Warner, Glenn Ellyn, IL (CST)  
312/ 790-0330...M-F 8am-5pm  
312/ 469-2543...M-F 5-10pm, WE all

9- Donald C. Chase, Oshkosh, WI (CST)  
414/ 867-2171...8am-3pm  
414/ 685-5681...6pm-9pm

## NAUG:

The National AppleWorks Users Group  
Box 87453, Canton, Michigan 48187 U.S.A.  
(313) 397-1594

## TIME VALUE MATERIAL

### NAUG Membership

Name: \_\_\_\_\_

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Home Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Computer type: \_\_\_\_\_

Modem type: \_\_\_\_\_

Printer type: \_\_\_\_\_

Peripherals: \_\_\_\_\_

Expanded memory card: \_\_\_\_\_

NAUG shares members' addresses with other users groups & selected vendors. If you do NOT want to receive mail from these agencies, please check here: ☐

Check all which apply:

- ☐ Membership: \$24 for 12 months of the **AppleWorks Forum**\*
- ☐ 1st Class Mail (to US, Canada, & Mexico): \$10\*\*
- ☐ Surface Mail (outside US, Canada, & Mexico): \$10\*\*
- ☐ Air Mail (outside US, Canada, & Mexico): \$25\*\*

\*Membership in NAUG is free. Your \$24 is for a one-year subscription to the **AppleWorks forum**.

\*\* In addition to NAUG membership.

Send this completed application and your payment. Total Enclosed: \$ \_\_\_\_\_

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### Guidelines for Contributors

The **AppleWorks Forum** consists entirely of materials contributed by NAUG members. The **AppleWorks Forum** publishes three types of member contributions:

1. Letters: A letter written to the Editor that asks or answers a question, shares an idea or makes a statement.
2. Notes: A note is a brief article about a single theme.
3. Articles: Articles are generally from two to five double spaced pages long.

#### How to Submit to the AppleWorks Forum

1. Send paper copies of letters.
2. If possible, send both paper and disk copies of notes and articles. All disk copies should be AppleWorks files on 5-1/4 inch disks. If you don't submit a printed copy, please include a note describing what is on the disk.
3. All submissions to the **AppleWorks Forum** should include your name, address and telephone number. We will cite you as the author of the letter, note or article but will not include your address or telephone number unless you specifically request that those be published. The Editor will make any necessary editorial changes to your submission. Mail your submission to:

Cathleen Merritt, Editor, **AppleWorks Forum**  
Box 87453, Canton, MI 48187

If you are a NAUG member and your article is published in the **AppleWorks Forum**, you will receive a **one year extension** to your membership. (This offer is not valid for letters to the editor or for short notes.)

### Seminar Schedule

NAUG sponsors half-day AppleWorks seminars in various locations throughout the country. These seminars, entitled "AppleWorks: Beyond the Basics", are intended for AppleWorks users who want to solve AppleWorks problems and learn new techniques to help them use the flexibility inherent in the program.

The presenter, Dr. Warren Williams, is a technical advisor to NAUG and a frequent contributor to the **AppleWorks Forum**. He has written more than thirty articles about AppleWorks and has conducted AppleWorks seminars throughout the country.

Future seminars:

- June 24 — Philadelphia, PA (at the NECC Conference)
- June 27 — Greenbelt, MD (Washington, DC—North)
- July 11 — Buffalo/Rochester, NY
- July 25 — Cleveland, Akron, Canton, OH
- August 1 — Boston, MA
- August 8 — Rye, NY
- August 15 — Plainview, NY
- August 22 — Newark, NJ
- August 29 — Tyson's Corner, VA (Washington DC—South)

Write or call NAUG for more information (313) 397-1594